

Glossary of Terms

TERM	DEFINITION	TERM	DEFINITION
Advance	Cash payments made to Xcel Energy before Xcel Energy begins work not covered by allowances. All advances will be applied to the balance of your contract and any unused portion, if any, will be refunded.	Circuit Breaker	Device used to interrupt short circuits.
Amp/Ampere	Unit used to measure the flow of electrical current.	Clearances	Interruptions in electrical service in order to perform maintenance or upgrades on the electrical system.
Analog Meter	Device used to record the total amount of gas or electricity consumed.	Commercial Development	Two (2) or more commercial, educational, or governmental enterprises located on a single parcel of land or on contiguous parcels.
Applicant	A Person(s) or Agency requesting Xcel Energy to supply service or request changes in gas and/or electric service. The applicant may be a business or home owner. The applicant may also be a developer and/or an agent of the customer of record. The applicant is the person who completes the application, it may not be the person executing the final contract.	Common Use Areas	Areas that may be shared or used by occupants within a multifamily accommodation, e.g., laundry room, tennis courts, outdoor lighting, etc .
Backbone - Electric or Gas	System used to bring electricity or natural gas to an area and/or development or provide interconnection to our transmission systems.	Community Choice Aggregation Service (CCA Service)	Service that allows customers to purchase electric power and participate in programs from non-utility entities known as Community Choice Aggregators.
Badge Number	Identifier stamped on the meter or item (not the manufacturer's number).	Conduit	Ducts, pipes, or tubes of certain metals, plastics or other materials acceptable to PG&E (including pull wires and concrete encasement where required) for the installation and protection of electric wires and cables.
Betterment	Refers to facilities installed for XE operating convenience and whose expense, therefore, will be the	Connected Load	Total amount of energy it would take to operate all of a customer's connected appliances at maximum capacity.
Branch Service	Service that is not connected to a gas main and has another service as its source of supply.	Connectors	Devices used to join two wires electrically.
British Thermal Unit (Btu)	Unit used to measure thermal energy. One Btu equals the approximate amount of thermal energy required to raise the temperature of one pound of water one degree Fahrenheit.	Contract Person	A person(s) who receives Xcel Energy's contract for gas and/or electric service. This person is responsible for signing and returning contract and pay for total project costs, including design & construction.
Builder Call Line Associate	First point of contact for residential and commercial electric and gas customers requesting Construction or Design services across various states.	Contractor	Business person or firm that performs specialized construction work related to the design, installation, and maintenance of electrical or gas systems
Cabling	Conductors (including cable-in-conduit, if used), connectors, switches, as required by PG&E for primary, secondary, and service installations.	Contracts	Customers requesting service may be required to execute one or more written contracts before Xcel Energy begins work or establishes service. Contracts are kept on file at Xcel Energy for at least seven years.
Capacitor	Device used to correct undesirable low power factor on distribution lines.	Contribution in aid of construction	Advanced payment made to Xcel Energy before Xcel Energy begins work not covered by the construction allowances and/or load credits.
Cross Arm	Horizontal brackets (typically wooden) mounted on the pole to which wires are attached to conduct electricity.	Excavation	Trenching, backfilling, and other digging required to install gas and electric underground facilities.
Cubic Foot (CF)	Most common unit of measurement of natural gas volume.	Fault Current	Abnormal flow of current in an electric circuit due to a fault, usually a short circuit or abnormally low impedance path.

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Customer	Person or entity in whose name service is rendered, as evidenced by the signature on agreements or by a record of receipt and payment of bills.
Customer service charge	Monthly metering charge to be paid by the customer on their Xcel Energy bill.
Cut out	General term used to describe the kind of fuse which is used in overhead electric distribution.
Demand	May refer to amount of energy, in kilowatts (kW) drawn by a customer at a specific time or drawn on the entire system by all customers. (Also called "load".)
Designer	Primary contact for future and existing customers by providing cost effective designs that balance customers' needs in accordance with Xcel Delivery Services standards and administrative guidelines.
Distribution Line Extension	New distribution facilities that extend to or branch from, the nearest available previously existing permanent distribution line.
Distribution Lines	Xcel Energy's overhead and underground lines, consisting of poles, power lines, substations, and transformers, which supply two or more services to homes and businesses.
Distribution Main	Underground pipelines that carry natural gas from utilities to homes and businesses.
Distribution Main Extension	The length of main and its related facilities required to transport gas from the existing distribution facilities to the point of connection with the service pipe.
Distribution Trench Footage	Total trench footage used for calculating cabling costs and pipe cost. Equal to the total length of all trench needed for the installation of underground electric distribution lines and gas distribution mains designed to supply one or more services.
Electric Panel	Service center on the customer site that contains equipment such as fuses, breakers, and meters.
Electric Transmission System	Network of high voltage lines over which Xcel Energy transports electricity over long distances.
Elevation Code	Factor that accounts for the way elevation effects the atmospheric pressure, the amount of gas contained in a cubic foot, and the amount of gas consumed as a result.
Kilowatt	1,000 watts, the most common unit used to measure electrical power. 1 watt equals the current of one ampere under one volt of pressure.
Kilowatt hour (kWh)	Common measure of the production, transmission or utilization of electrical energy.

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Feeder Circuit	Overhead or underground electrical supply line that carries power less than 60,000 volts from the substations through various paths that end at the transformer.
Feeder Conduit	Conduit for contingency uses in a backbone system, including future expansion of the system, new connections between substations, and supplying emergency backup power.
Franchise Area	Public streets, roads, highways and other public ways and places where XE has a legal right to occupy under franchise agreements with the agency that has jurisdiction.
Gas	Combustible gas or vapor, or combustible mixture of gaseous constituents used to produce heat
Gas Distribution System	Gas mains, service connections, and equipment that carry or control the supply of natural gas from point of the supply to and including the meter.
Gas Service Lateral	Smaller lines (pipes) that run out of the meter and onto the property that carry natural gas to the house or other structures and appliances.
Ground Fault Circuit Interrupter (GFCI or GFI)	A specific type of circuit protection that is commonly used to safeguard against electrical shock. The device is available as an outlet or breaker.
Individual Metering	Separate service meters installed in a multi-unit building.
Industrial Development	Two or more enterprises that create products or change materials into different forms that are located on a single parcel of land or on contiguous parcels.
Insignificant Loads	Small operating loads such as those which power gate openers, valve controls, clocks, timing devices, fire protection equipment, alarm devices, etc.
Inspection Certificate	The document provided by a licensed electrician, plumber or HVAC dealer, city or state inspector that the services can be energized. Inspections must be received prior to the installation and energizing of the service. State guidelines and processes vary by state.
Intermittent Loads	Loads which, in the opinion of XE are subject to discontinuance for a time or at intervals.
Joint Trench	Excavation that intentionally provides for more than one service, such as gas, electricity, cable television, telephone, etc.
Permanent Service	Service which is permanent and established character. This may be continuous, intermittent or season in nature that does not qualify as a temporary service.
Point of Delivery	The point where the Company's electric facilities are first connected to the electric facilities of the Customer.

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Load Factor	Ratio of actual electric energy consumption during a given time period to the consumption that would have occurred had consumption been fully sustained at the peak (maximum) demand level during the same period of time.	Premises	Real property and apparatus employed in a single enterprise on an integral parcel of land. Some exceptions may apply, such as commercial and industrial facilities divided by a public thoroughway or a parking lot separated from buildings by an alley. "Premises of person already receiving electrical service" refers to the premises to be served not the person and the premise is not restricted to a building or structure.
Main Line Extension	Extension of electric or gas service from the main energy supply line to the customer's facility.	Primary Voltage	High voltage or input side of a transformer. Includes the circuit that feeds into the transformer.
Main Switch	Device used to protect customer equipment installed past the meter.	Protective Structures	Fences, retaining walls (in lieu of grading), sound barriers, posts, or barricades and other structures as required by Xcel Energy to protect distribution equipment.
Master-Metering	The use of a single service and meter to supply more than one residence, apartment dwelling unit, mobile home space, store, office, etc (Not permitted in all states).	Qualified Contractor	Customer's contractor that is licensed by the state or is properly certified for their assigned work and complies with all applicable codes and Xcel Energy standard.
Megawatt	Equals one million watts; usually used to describe the capacity of large generators, substations or large industrial loads.	Rate Schedule	Tariff sheet that sets forth the rules, charges, and conditions for services at a given location.
Meter/Metering Equipment	The equipment necessary to measure the customer's electric energy use and demand including meter socket, instrument transformers, protective device and meter.	Recloser	Self-contained device that senses distribution system fault currents, closes to interrupt them, and resets the system for proper operation.
Meter Socket	Piece of equipment used to hold the electric meter. The socket is customer-owned and must be an approved Heavy-Duty Lever Bypass socket.	Residential Customer	Customer who operates dwelling units such as single - or multifamily homes or mobile homes.
Momentary Outage	A brief interruption in power commonly lasting between 1/30 (2 Cycles) of a second and three seconds.	Residential Development	Five or more dwelling units in two or more buildings located on a single parcel of land.
Multifamily accommodation	An apartment building, duplex, four-plex, Condo, etc that meets the requirements for a residential dwelling unit for more than one resident.	Residential Dwelling Unit	A group of rooms, such as a house, a flat, or an apartment where people live, cook meals, eat, sleep, and carry on domestic life.
Natural Gas	Hydrocarbon gas found in the earth composed of methane, ethane, butane, propane, nitrogen, carbon dioxide, hexane, heptanes and pentane.	Residential Subdivision	Area allocated for the building of five or more lots for residential dwelling units to be constructed at about the same time, often by a single builder or coordinated building companies.
Natural Gas Distribution	Delivery of natural gas to customers. Distribution lines normally operate at pressures of 60 pounds per square inch gauge or less.	Rights of Way	Rights-of-way or easements may be required to install services on a customer's property.
Net Revenue	The portion of the total rate revenues that supports Xcel Energy's Distribution Line and Service Extension costs and excludes such items as energy, transmission, public purpose programs, revenue cycle services revenues, Distribution Line and Service Extension costs.	Riser Bar	The pipe bracket which connects underground gas distribution facilities to the meter and then the customer-owned piping.
Non-Standard Address	Specifies a location that does have an official address, such as a house number. For example: An irrigation pump in a rural area that is not affiliated with a house or structure that has an address. The address would be created for the sole purpose of locating the pump.	Rules	Tariff sheets which cover the application of all rates, charges, and services, when such applicability is not set forth in and is a part of the rate schedules.
Planned Outage/Planned Shutdown	Scheduled interruptions in electrical service in order to perform maintenance or upgrades on the electrical system.	Seasonal Service	Electric Service to establishments which are occupied seasonally or intermittently, such as seasonal resorts, cottages, carnivals, irrigation or other part-time establishments.
Point of Attachment	The point at which the service-drop conductors are attached to a building or other structure.	Secondary	Distribution systems can be into "primary" and "secondary." Secondary refers to materials conducting 600 volts or less.
Secondary Voltage	The output side of a transformer and the circuit connected with it. Voltage delivered between 0 and 600 volts. Also referred to as service delivery voltage.	Temporary Service	Service for customer or activity for a limited duration, such as temporary construction power, carnivals. Temporary service facilities are charged prior to the installation of the service.
Sectionalizer	Method for isolating permanent faults and confining outages to smaller sections of lines.	Therm	Unit used to measure natural gas. Therms are the cubic feet of natural gas used, multiplied by a therm factor. The customer is billed based on therms used throughout the billing cycle.

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Service Delivery Point	Specific location at a premise where Xcel Energy supplies service. (e.g., electric meter, gas meter)
Service Delivery Pressure	The pressure of the gas when delivered at the meter to the end use customer. Standard pressure is 0.25 pounds per square inch gauge (psig) or seven inches water column.
Service delivery voltage	Voltage delivered between 0 and 600 volts to the end use customer meter to serve customers loads.
Service drop	The overhead service conductors from the last distribution pole or other aerial distribution support to and including the splices connecting to the service-entrance conductors at the building or other structure.
Service Extensions	Overhead and underground primary or secondary facilities extending from the point of connection at the distribution line to the service delivery point.
Service Lateral	Pipeline, valves and fittings that carries natural gas from the distribution main up to the gas meter at the structure.
Single-Customer Substation	Substation owned by Xcel Energy but dedicated to serve a specific customer.
Splice	Connection between two lengths of wire or cable.
Splice Box	Device found in underground systems used to enclose splices in cables so that they may be readily accessible for repair.
Stub Service	Lateral pipe, including valves and fittings, from and including the connection at the distribution main to a dead end near the curb or property line of the street.
Sub-metering	An installation used in both transmission and distribution systems. One of its principle functions is to change voltages from one level to another level.
Substructures	Surface and subsurface structures, such as splice boxes, pull boxes, equipment vaults and enclosures, foundations or pads for surface-mounted equipment, which are necessary to contain or support XE's electric facilities.
Switched Outlet	Electrical outlet that is turned on and off by a wall switch.
Tariff Sheet	Document that codifies Xcel Energy tariffs and rules and regulations.
Tariffs	Entire body of rates, charges, rules and regulations approved and on file with the Public Service Commission. Tariffs differ by state.

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Time-of-Use (TOU)	Rate option that prices electricity according to the time of day the service is used. Such usage is aggregated into discrete time periods. Time periods differ by state and are limited.
Transformer	Device which permits changing high voltage needed for distribution to a lower or step-up voltage for customer use. Overhead transformers are usually secured to a wooden pole and connected by overhead high voltage cables to individual customer service meters. Pad-mounted Transformers are usually green cabinets mounted on concrete pads and are connected by underground high voltage cables to individual customer service meters.
Transmission lines	Grid of towers and high-voltage lines that transmit energy from power plants to the distribution system.
Transmission Pipes	Network of large steel pipes that carries natural gas from processing plants to utilities.
Trenching	Trenching, backfilling, and other digging as required to install distribution line extension facilities.
Underground (URD)	The abbreviation for underground distribution service laterals; also known as direct buried cable and/or underground. In a URD system, cable is laid in a trench and directed to specific locations through the use of pad-mounted transformers, switch gear, load break centers, riser poles, etc.
Uninterruptible Power Supply (UPS)	A system designed to automatically provide power without delay or transient, during any period when the normal power supply is interrupted. Certain types of UPSs continuously condition the power to eliminate the effects of most sags, swells and momentary interruptions.
Utility	Supplier that provides basic service, such as electricity or natural gas to a community.
Volt	Unit used to measure electrical potential of pressure.
Voltage	The electrical "pressure" that creates the flow of current. The level at which the customer is connected to the electrical transmission or distribution system.
Voltage Regulator	A device that maintains output within a desired limit despite varying input voltage. These devices usually provide little to no protection against voltage transients or noise.
Watt	Unit used to measure the rate of producing, transmitting or using electrical energy.
Weather head	Periscope structure made of metal conduit that the customer's electric service wire passes through as the point of contact with Xcel Energy's overhead service drop line.
Xcel Energy Standard for Electrical Installation & Use Manual	Xcel Energy's manual for Electrical Installation and Use that provides the customer with the requirements and uniform standards necessary to enforce policy, procedures and safety standards throughout the Company that will expedite service connections and will treat each of our customers equally and fairly.